



## **Information Pack**

Thank you for your application to Connected for Warmth. Please read this pack carefully as it contains information about your overall application journey, what happens next and what we will need from you to progress your application.

# Connected for Warmth

Connected for Warmth is an award-winning grant scheme offering fully funded heating and energy bill support, that can help you reduce your energy use and stay warm and well. As part of the support package, in addition to the installation of an air source heat pump system, the scheme offers energy bill support for applicants suffering with health conditions to help with the running costs of your heating.

Subject to terms and conditions, we will provide up to £1000 over 2 years. This support will be provided by our funders and partners Affordable Warmth Solutions.

This pack is to help check your eligibility, make an application and be prepared for a free home upgrade.

## Available Measures



Air-source Heat Pump



Bill support

If you have any questions about the forms or the process, please don't hesitate to contact us at

[info@connectedforwarmth.co.uk](mailto:info@connectedforwarmth.co.uk) or call us on **0800 029 4547**

## Everything that we do is free for qualifying households, with the funding coming from the following sources



### The Warm Homes Fund:

a £160 million programme established by National Grid and administered by Affordable Warmth Solutions



### The Energy Company Obligation:

funding that energy suppliers are required to spend on energy efficiency measures into energy inefficient homes



### The Boiler Upgrade Scheme:

a grant from the Government for the installation of low carbon heating

## The aim of the scheme

01

To help households use energy more efficiently

02

Accelerate the move to heat pumps as the most carbon-friendly source of heating

03

To help individuals pay their bills for a period



# Check your **eligibility**

You will be eligible for support for this programme if you meet all **THREE** criteria below.

**01**

## **Be in receipt of a means tested benefit such as:**

- Income based Jobseekers Allowance (JSA) or
- Income related Employment and Support Allowance (ESA) or
- Income Support or
- Pension Credit Guarantee Credit (PGGC) or
- Pension Credit Savings Credit (PCSC) or
- Universal Credit (UC) or
- Housing Benefit or
- Child Benefit or
- Child Tax Credit (CTC) or
- Child Benefit with income and household composition

## **OR**

- Your total household income from all sources is **under £31,000**
- You meet a combination of these criteria:
  1. Live in a Low Super Output Area (LSOA) or a Data Zone 1-3 (England, Wales, Scotland)
  2. Your household receives a Council Tax reduction (low income)
  3. Your household is vulnerable to living in a cold home as identified in the NICE guidance
  4. A child who lives in your household receives free school meals due to low income
  5. Your household was referred under a Local Authority run scheme
  6. Your household was referred to the Local Authority for support by your energy supplier or Citizens Advice for struggling to pay for energy bills

### **Please note combination 1 & 3 cannot be used together or**

You have an NHS referral confirming someone in your household has a severe and/or long-term health condition that could be severely impacted by living in a cold home.

This should include:

- A cardiovascular condition or
- A respiratory disease or
- Limited mobility or
- Immunosuppression.

**02**

## Qualify for bill support

**You must have one of these:**

Someone in your household has a chronic health condition

**OR**

A child who lives in the household who is in school years 3 to 7 and receives free school meals

**OR**

Someone in your household is over 70 years of age

**03**

## Property must be eligible

- You own and occupy your property
- You privately rent your property and have approval by the landlord to apply
- You do not have and never have had a Gas Boiler or Air Source Heat Pump
- You're living in a property with an electric credit meter or smart meter, or are willing to change to one.
- An Energy Performance Certificate (EPC) of the property before an installation confirming a rating of E, F or G.

# What happens now?

### 01. APPLICATION

- Check you meet the criteria to see if we can help you.
- Fill in the online form.

### 02. ASSESSMENT

- We will assess your application and property details to ensure we can help you. We may need to ask for additional information in order to qualify you for additional bill support
- You will be informed of the outcome and your initial assessment and what support may be available
- You will be advised at each stage what will be involved

### 04. SUITABILITY & AGREEMENT

- Your installer will be in contact to book in a Retro-fit assessment to check your property suitability
- Once the survey has been completed, the installer will present details of the proposed measures that could be installed to your property
- Homeowner / Private Rented declarations will be provided which highlight the measures being offered under this scheme
- Once signed off with the Funder, they will contact you to arrange an installation date

### 03. INSTALLER ALLOCATION

- Once your application has been verified, you will receive an email notifying you of the dedicated installer who will be assigned to you

### 07. BILL SUPPORT

- Our partners (Affordable Warmth Solutions) will be in contact to start your bill support

### 06. COMPLETION OF WORKS

- You will be shown how to navigate around your new heating systems.
- All paperwork (warranties, manuals & certificates) will be provided.
- A satisfaction Survey will be provided to make sure you are satisfied.

### 05. INSTALLATION

- Works will be carried out by various specialist engineers
- Works will be checked independently to make sure the quality of standards are maintained

\*this is subject to eligibility checks and confirmation

## **Any questions?**

Please contact [info@connectedforwarmth.co.uk](mailto:info@connectedforwarmth.co.uk)

[www.connectedforwarmth.co.uk](http://www.connectedforwarmth.co.uk)

**0800 029 4547**





# Frequently Asked Questions

## Air Source Heat Pumps

### How it's funded

The funding for Connected for Warmth comes from the Warm Homes Fund – a £160 million fund established by National Grid and administered by Affordable Warmth Solutions.

### What is a heat pump & how does it work?



### What about my hot water?

A standard heat pump doesn't provide hot water on demand like a combi boiler, so you will need a way of storing hot water for when you need it.

This is stored in a water cylinder and you will need an area inside the property for this.

The cylinder may be vertical or horizontal, and the size of hot water cylinder required will depend on the amount of hot water that your household typically uses, but the cylinder can usually be fitted inside a cupboard, or in a loft space.

Your installer will be able to advise how large the area will need to be.

The new hot water cylinder will deliver pressurised hot water to your taps. The temperature on your hot water cylinder will be set to approximately 50°C to ensure system efficiencies are maintained.

## Will installing a heat pump help save money on my heating bills?

Yes, installing a heat pump can help reduce your heating bills.

While the system uses electricity to run, it's highly efficient. For every 1 kilowatt (kW) of electricity a heat pump uses, it can deliver 3 to 4 kW of heat, meaning less energy is needed to maintain a comfortable temperature in your home.

However, the actual savings depend on several factors, such as:

- What fuel you're replacing & how much it costs
- Your electricity tariff
- The efficiency of the heat pump
- Your heating system's design
- Your location's climate.

It's also generally more cost-effective to use a single meter for your electricity tariff, so you may want to discuss this with your energy provider.

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## How long will the installation process take?

The installation process follows several key stages to ensure everything is completed efficiently and to a high standard. Once your application has been assessed and an installer allocated, a retro-fit assessment will be carried out to confirm suitability. After agreeing on the proposed measures, specialist engineers will carry out the installation, with independent checks in place to maintain quality standards. When the work is complete, you will receive guidance on navigating your new heating system, along with all relevant paperwork. A satisfaction survey will also be provided to ensure you are happy with the outcome. The exact timeline can vary depending on your property and the specific measures being installed.

## What else should I be aware of?

Some things to note include:

Pipework will be laid to create minimum disruption; however, this will not generally be encased. You can ask your installer separately about options for this; however, this is not included as part of the schemes.

Radiators may need to be larger than existing radiator systems.

Installers will not be responsible for removing any carpets or floor coverings if required, and whilst they will ensure minor cosmetic work is completed on walls, for example filling in holes where old radiators were held on walls, they will not be responsible for decorating areas where radiators have been removed. This will all be made clear to you by the installer.

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## How to best look after your heat pump?

All mechanical equipment carries a risk of breakdown, so your heat pumps should have a regular annual service to keep them operating safely and effectively, just like any other heating system.

The good news is that a properly installed heat pump is inherently reliable and should give you many years of low cost, low maintenance heating. You will be provided with warranty documentation after the completion of works, and the installer can also provide guidance about servicing the system.

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## Servicing Air Source Heat Pumps

Heat pumps should have a regular annual service to keep them operating safely and effectively, just like any other heating system. The good news is that a properly installed heat pump is inherently reliable and should give you many years of low cost, low maintenance heating.

If you are eligible and have a heat pump installed, in the unlikely event that your heat pump has a problem in the first 12 months after its installation, our dedicated support team will be on hand to offer advice and arrange a callout as appropriate.

In order to ensure the best experience, the Connected for Warmth programme will provide the first annual service free of charge. All you will need to do is contact our service provider on the freephone number or website details on your heat pump, and they will arrange for an engineer to visit.

After this, as long as you continue to arrange and pay for an annual service your heat pump and central heating system will have a 7 year guarantee. We can offer a competitive servicing package – please see [www.altoenergy.co.uk](http://www.altoenergy.co.uk) for details.



## **Will a heat pump save carbon dioxide emissions?**

Heat pumps will always save significant amounts of carbon dioxide emissions.

With an ever-increasing amount of electricity coming from renewable sources like wind and solar power, heat pumps are an increasingly clean form of heating.

Heat pumps will typically save over 50-70% on carbon dioxide emissions compared to electric heating, and around 80% compared to gas and oil heating.



## Energy Bill Support

### What is the Connected for Warmth Energy Bill Support programme?

In addition to installing an air source heat pump system, the programme offers energy bill support for applicants suffering from health conditions to help with the running costs of their heating.

If you are eligible you could receive up to £1,000 over two years, subject to terms and conditions. Following installation, this support will be issued by Affordable Warmth Solutions via a voucher with which you can pay your energy supplier.

Vouchers will be provided every three months, with a higher amount available to cover expected usage during the winter months.

This voucher can be credited to your account with your energy supplier.

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### Do I need to have an Air Source Heat Pump to qualify?

You may qualify for help with energy bills for your home under the Connected for Warmth Bill Support Programme if you are approved under the Connected for Warmth scheme and have an Air Source Heat Pump installed in your home by one of our approved installers

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### What will I receive from the scheme?

If you qualify, we can assist with your home energy bills, providing support up to a maximum of £500 per year for the first two years following the installation of an air source heat pump in your home under the Connected for Warmth Scheme.

Please note:

If anyone else in your household has previously received help with energy bills for your home under the Connected for Warmth Bill Support Programme in either of those years, we will deduct the value of help they have received from the maximum value you can claim for that year.

Support for energy bills under the Connected for Warmth Bill Support Programme is subject to us accepting your application form and the scheme's terms and conditions.

## How will the support be issued?

We will provide up to £1000 over two years, subject to terms and conditions.

This support will be issued by Affordable Warmth Solutions through vouchers every three months (typically within one week of April 1st, July 1st, October 1st, and January 1st.), with a higher amount available to cover your expected energy usage during the winter months.

These vouchers will be sent to the email or home address you provided in your application form.

Please note that we will determine the value of each voucher, which may vary based on the seasonal energy demand, and we will decide at our discretion.

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## How do I use the vouchers?

You must follow the instructions on each voucher issued to you by Affordable Warmth Solutions and use it before the expiry stated.

You can use the voucher as credit on your account with your energy supplier for your home. Please do not use a voucher for any other purpose or let anyone else use it.

The vouchers have no cash value. You cannot transfer them to someone else or use them for any other property.

Please note, vouchers are not available for prepayment customers with a traditional meter. In order to receive support, you will need to have a smart meter or a credit meter installed with your energy supplier.

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## What happens if my voucher expires or is lost?

It is your responsibility to use each voucher by the expiration date. We will not reissue or replace any voucher that expires or is lost before use.

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## What happens if I move house?

You must tell us straight away if you move out of your home. We will stop issuing you vouchers if you move.





## Get in touch today

We are here to help. If you have any questions about the forms provided, please contact us at:

**T:** 0800 029 4547

**E:** [info@connectedforwarmth.org.uk](mailto:info@connectedforwarmth.org.uk)

## Our Partners



**nationalgrid**